

CDSS State Hub Project

Mid-Project Update

June 5, 2018

How to Listen In

This webinar will be held in “listen only” mode.

There are two ways to connect to audio:

- Via Phone
- Via Computer

How to Ask Questions

- Use the chat box to ask your question any time during the presentation.
- At the end of the presentation, we will address as many questions as possible.
- We will follow-up on questions that we cannot get to during the allotted presentation time.

Note: This webinar will be recorded. A copy of the recording and all presentation materials will be provided after the presentation.

Agenda

- Project Overview
- Background
- Project Scope and Deliverable
- Progress to Date
- Preliminary Findings
- Emerging Alternatives
- Next Steps
- Q&A

Project Overview

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Project Overview

Scope:

Explore options to streamline and modernize the processes for obtaining required verifications for CalFresh and CalWORKs eligibility.

Goal:

Provide short, medium, and long-term recommendations on how to make required verifications fast, accurate, and efficient for both clients and program staff.

Background

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Key Steps in Eligibility Determinations

At initial certification or annual recertification, CalFresh and CalWORKs eligibility determinations require three key steps:

1. Application
2. Interview
3. Verifications

Verification Requirements

Under federal and state rules, all relevant eligibility information must be verified at application, mid-period, and recertification.

Information that is commonly required to be verified includes:

Household Composition	Income
Identity	Disability
CA residency	Work activities
Immigration or citizenship status	Housing, medical, or other expenses
Family relationship	

Verification Methods

Current verification methods include:

- Electronic match with trusted public or private data sources, such as EDD;
- Paper documents, such as a pay stub;
- Collateral contacts in person or by phone with third parties, such as employers; and
- Client statements and self-certifications.

Project Scope & Deliverable

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Project Scope

1. Seek input from Stakeholders to inform analysis and recommendations.
2. Analyze the current environment of eligibility verifications for CalFresh and CalWORKs.
3. Perform an alternatives analysis of electronic verification systems being used in California and other states.
4. Outline recommendations for moving forward in the short, medium, and long term to modernize and integrate electronic verifications into the CalFresh and CalWORKs eligibility determination process.

Project Deliverable

Written report (“Roadmap”) and webinar presenting short, medium, and long-term recommendations in summer 2018.

This project is not to procure, design, or build an electronic verification solution.

Progress to Date

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Stakeholder Engagement: Interviews

Completed individual and small group interviews with more than 20 people representing:

- State agencies (CHHS, DHCS, CDSS, OSI)
- Counties and consortia (CWDA, CalACES)
- Policy and advocacy (CBPP, WCLP)
- Other states (VA, NC)

Stakeholder Engagement: Focus Groups

Completed three focus groups including more than 42 participants:

- Consumer Advocates
 - Representatives from 18 organizations invited
 - April 18: 8 organizations participated, including BALA, CAFB, CFPA, CRLA, CCWRO, LAFLA, MALDEF, SFMFB
- Counties
 - May 10: Southern California Counties (Los Angeles, Orange, Riverside, San Bernardino, San Diego, Ventura)
 - May 24: Northern California Counties (Marin, Merced, Sacramento, Santa Clara, Siskiyou, Stanislaus, Yolo)

Stakeholder Engagement: IT Working Session

A three hour discussion of the current technical environment that supports verification requirements for CalFresh, CalWORKs, and Medi-Cal.

More than 30 participants representing:

- State agencies (CHHS, DHCS, CDSS, OSI)
- Counties and consortia (CWDA, CalACES, CalWIN)

Reviewed technical diagrams and data sources.

Stakeholder Engagement: County Site Visits

Site visits to two counties:

- April 20: Sacramento County
- May 9: Los Angeles County

Observations and interviews at two locations in each county:

- Local eligibility office that provides in-person services
- Customer service center that provides services by phone

Document Review

Policy

- Federal, state, and county regulations, guidance, and manuals

Technical

- Data sharing agreements
- Architecture diagrams
- Data dictionaries

Preliminary Findings

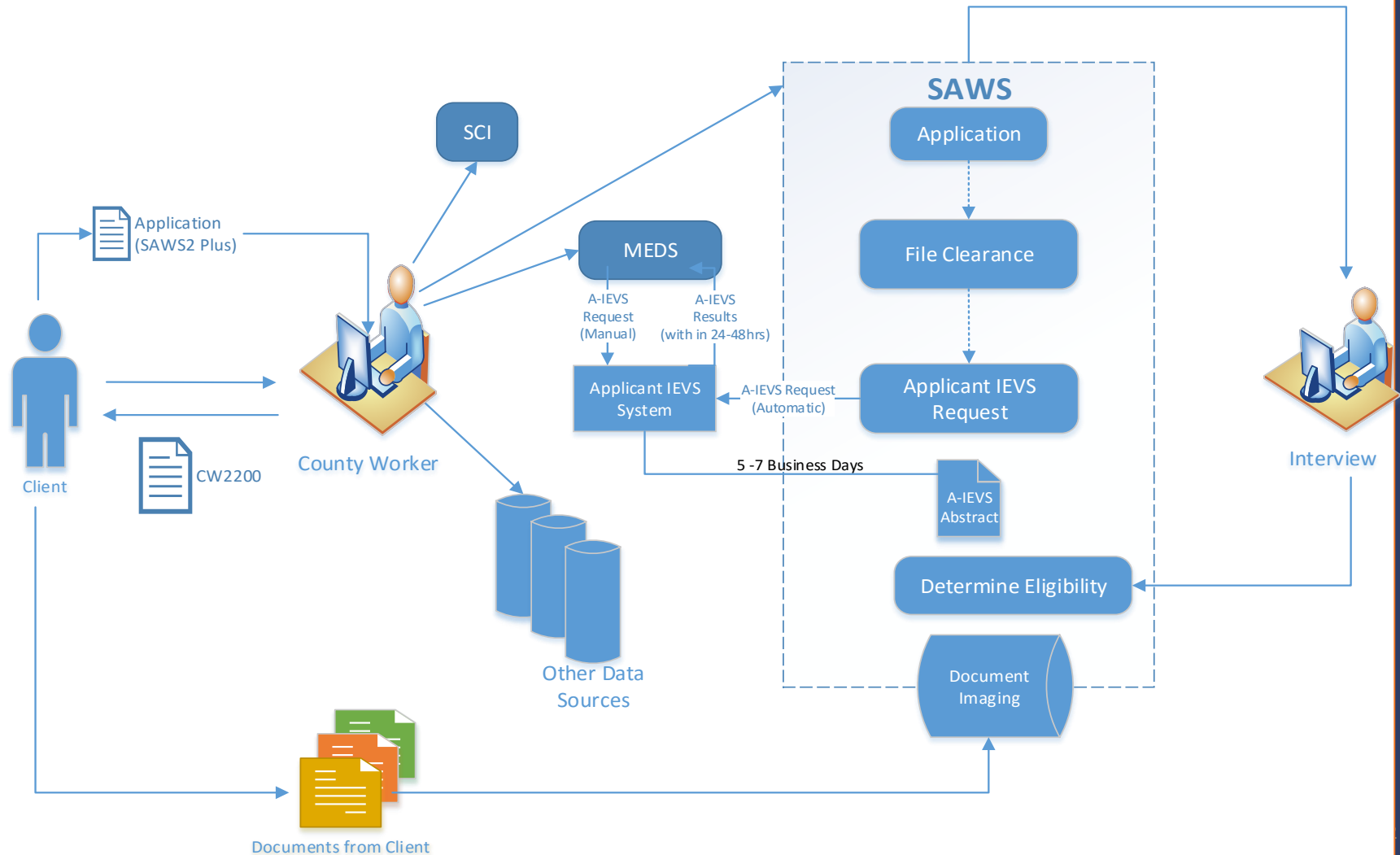
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As Is Environment

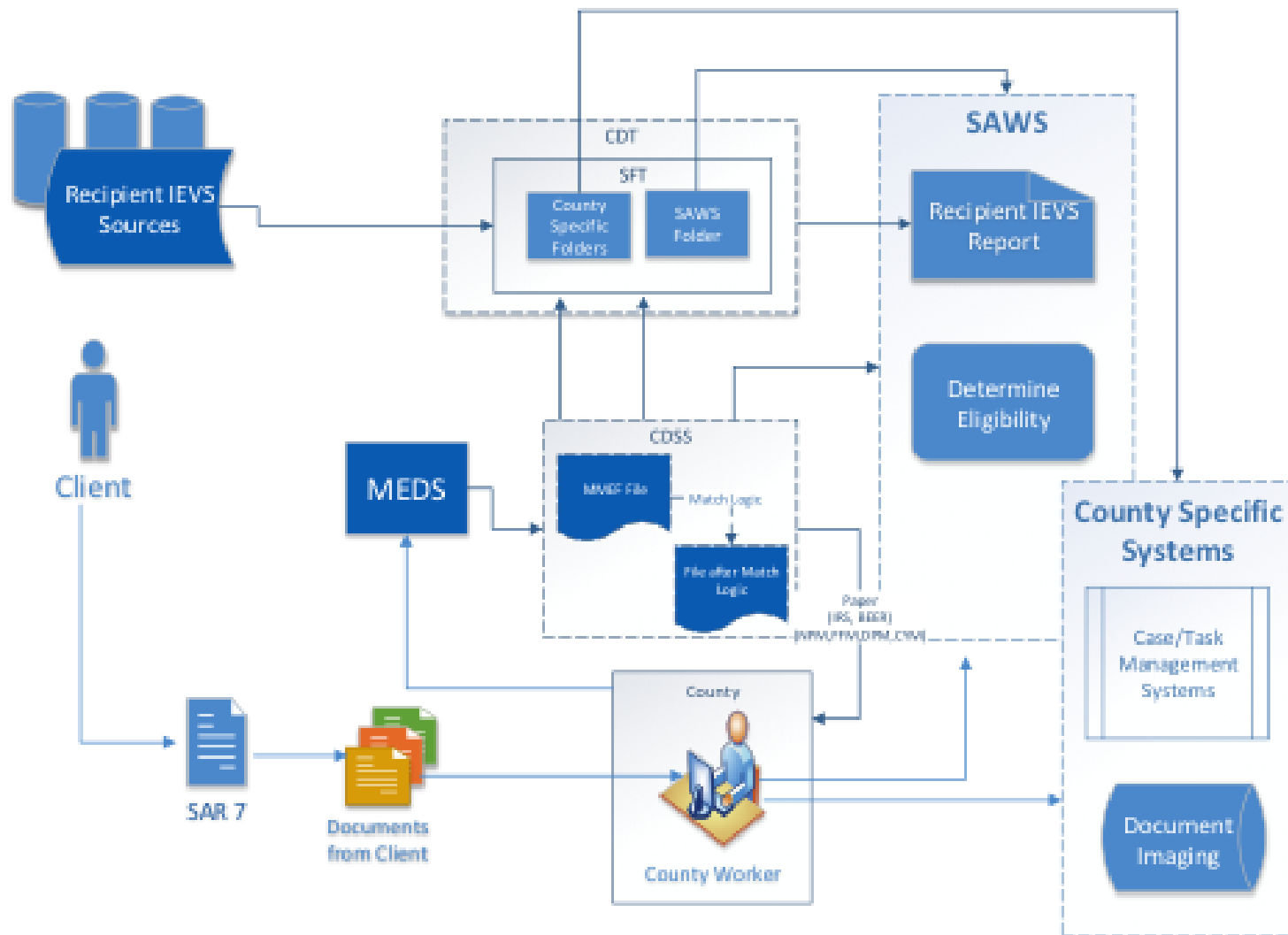
Complex and Variable

- Policy
- Operations
- Data sources
- Technology

As Is Environment: Initial Certification



As Is Environment: Mid-Period



Preliminary Stakeholder Insights

- Slow and outdated electronic data leads to over-reliance on paper documentation.
- Paper documentation processes are burdensome for clients and program staff.
- Certain client populations may experience unique or more frequent challenges with the verification process.

Preliminary Stakeholder Insights (con'td)

- County workers must often perform repetitive manual processes that could be avoided or minimized with better automation.
- Various forms of over-verification lead workers to spend unnecessary time on verification activities and clients to provide unnecessary or repetitive verification information.

Emerging Alternatives

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Emerging Alternatives: Overview

- Technical options
 - Timeliness of electronic data
 - Sources of electronic data
 - Automated processing of electronic data
 - Tools to improve paper document imaging and management
- Non-technical options
 - Policy
 - Training
 - Governance

Emerging Alternatives: Timeliness

Gap 1: Timeliness of Electronic Data

Alternatives:

- Provide real-time access to electronic data
- Provide access to data at times consistent with simplified reporting

Emerging Alternatives: Sources

Gap 2: Sources of Electronic Data

Alternatives:

- Restrict access to and utilization of old data
- Provide access to additional data sources

Emerging Alternatives: Data Processing

Gap 3: Processing of Electronic Data

Alternatives:

- Integration
- Automation

Emerging Alternatives: Paper Documents

Gap 4: Processing of Paper Documents

Alternatives:

- Tools for clients
- Document management tools

Emerging Alternatives: Non-Technical

Gap 5: Non-Technical Gaps

Alternatives:

- Initiatives to address the needs of specified populations
- Policy
- Training
- Governance

Next Steps

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Next Steps

- Additional interviews with technical experts
- As is & gap analysis
- Alternatives analysis
- Additional working session
- Final deliverable (“Roadmap”)
- Final webinar

Q&A



Contact Information

Questions or Suggestions?

Email: statehub@dss.ca.gov

Updates

Project Website:

<http://www.cdss.ca.gov/inforesources/calfresh/State-Hub-Roadmap>